

Statewide Council for Vocational Rehabilitation
& Office of Vocational Rehabilitation

Annual Report 2006



Kentucky
UNBRIDLED SPIRIT™

Philosophy

We recognize and respect the contributions of all individuals as a necessary and vital part of a productive society.

Mission

To assist Kentuckians with disabilities to achieve suitable employment and independence.

Values

We value the rights, merit and dignity of persons with disabilities and the opportunity to pursue employment as an important aspect of a full and meaningful life.

We value all staff, their individual talents, unique abilities and contributions to the agency's mission.

We value collaborative efforts and partnerships which support the agency's mission.

Partnerships

The theme of this year's report is "Increased Opportunities through Collaborative Partnerships." It has been our experience that individual organizations and groups can achieve great things but that truly exceptional results only occur through partnerships and collaborative efforts. The pages of this report reflect what can be accomplished when people with common interests and concerns set aside their personal goals. It is exciting to see what can happen when people work together to tear down the barriers that hinder persons with significant disabilities from being successfully employed, develop innovative programming to assist consumers gain the skills, knowledge and supports they need to achieve their dreams, and connect employers with labor needs with highly skilled, employment-ready applicants.

The Kentucky Statewide Council for Vocational Rehabilitation (SCVR) and the Kentucky Office of Vocational Rehabilitation (OVR) are proud to announce that 5,012 Kentuckians with significant or most significant disabilities entered or retained appropriate employment in FY 2006 while working with one of our qualified rehabilitation counselors. We know, however, that such incredible results could not have been achieved without the commitment and determination of each individual with a disability in partnership with various advocacy groups; community resources; supported employment providers; community rehabilitation programs; educational institutions; support groups; professional organizations; vocational rehabilitation job placement specialists, rehabilitation technology professionals and other staff; the extensive resources of the Carl D. Perkins Vocational Training Center; and the daily working partnership between the SCVR and OVR.

Great things are truly accomplished through collaborative partnerships and 5,012 Kentuckians with disabilities are proof of it.



Ralph Clark, Executive Director
Office of Vocational Rehabilitation

Darrell Mattingly, Chair
Statewide Council for
Vocational Rehabilitation

2006 In Review

Supported Employment

In 2006, the supported employment branch continued the development of supported self-employment services through Project ASSET (Advancing Supported Self-Employment Techniques) and Project BEACON (Business Enterprises Are Creating Opportunities Now). Project ASSET is a collaborative effort with the KY Council on Developmental Disabilities. Through this project we assisted 21 individuals in 2006 with business exploration and/or development. Project BEACON, an extension of ASSET to the mental health population, served 13 individuals who have mental illness.

Services to individuals with the most significant disabilities who are also served under the KY Supports for Community Living Programs (SCL-Medicaid Waiver) were expanded. Fourteen new SCL vendors were added to the Supported Employment Vendor list and training provided to them in supported employment service delivery.

The curriculum used by the Supported Employment Training Project (a partnership with the University of Kentucky, Human Development Institute) was enhanced to increase the focus on customized employment, excellence in person-centered job selection, and individualized job development.

The Buzz On Kentucky OVR

"I could not have accomplished all that I have without the Office of Vocational Rehabilitation."

Leigh Ann Edwards, MS
Vocational Evaluator
Warren Industries

"The assistance from (OVR) was an integral part of my education and I don't think I would have been able to graduate without the support of OVR."

Leigh-Anna Donithan
Computer Lab Tech
Eastern Kentucky University

5,000
Positive Employment
Outcomes

"If it wasn't for my OVR counselor and the push, I wouldn't be here today"

Julia French
Consumer

"The PACE program ... builds relationships. The Health Department receives assistance with training and paperwork and the PACE program gets valuable experience and use to get future employment."

Gary Crum, PhD
District Director of Health, No. 1
Independent Health District

2006 In Review

Program Evaluation

The Consumer Satisfaction Survey, conducted annually in conjunction with the University of Kentucky and the Statewide Council for Vocational Rehabilitation, yielded its best results in its ten-year existence. The survey consists of a brief telephone interview of more than 1,000 OVR consumers, a statistically valid random sample of individuals whose cases were closed during the fiscal year. The results of this survey indicated an average of 3.36 (on a four-point Likert scale) in overall consumer satisfaction with OVR services in 2005, the highest score ever.

Employment follow-up surveys are sent to OVR consumers at six months and again at twelve months after their case has been closed successfully, in accordance with federal regulations. The agency's program evaluator completed the first report in 2006 based on survey results. Over 40% of respondents who were working at the time of the survey indicated their current job had provided them with a pay raise and health insurance.

The assessment tool, CareerScope, was utilized statewide in 2005. The results of surveys sent to agency counselors revealed that the majority of staff were using CareerScope, found it helpful in assisting consumers to determine a vocational goal. The agency is piloting an enhancement to CareerScope called OccuBrowse, in fiscal year 2007 to further assist counselors and consumers in the selection of appropriate vocational goals.

The center has helped me a lot. I'm gonna be somebody."

Thomas Lakin
Former Student
CDPVTC

OVR) has been an educational experience I could be where I am of the program."

12
Employment
comes

"My experience with VR has been both unexpected and unbelievable. "

Lisa Turner
Consumer

benefits all par-
nent staff
things like filing
PACE workers
which they can
ment."

orthern Kentucky

2006 In Review

Deaf Services

There were 1,925 consumers served by the Deaf and Hard of Hearing Services Branch in FY 2005.

Of the Deaf and/or Hard of Hearing consumers that worked with the Office of Vocational Rehabilitation this year, 814 obtained and/or maintained employment.

This branch is constantly in pursuit of improving services to individuals with the most significant disabilities, such as those who are deafblind or deaf-at-risk.

Community Rehabilitation Programs

In FY 2006, 44 community rehabilitation programs provided services to 2,386 OVR consumers, resulting in 486 positive employment outcomes.

The agency worked to standardize the fees it pays to the community rehabilitation programs (CRPs).

A team was formed that will encourage the development of innovative programs among community rehabilitation programs (CRPs).

The agency is completing the development of a new CRP manual for staff, service providers and consumers.

Kentucky Business Nationally Recognized

Every morning before most people have gotten out of bed, Magee's Bakery is already in full motion. Since 1956, customers have been coming to the Lexington staple for fresh squeezed orange juice, a wide variety of cakes, desserts, cookie, deli items, and breakfast goods.

The business is a part of the downtown atmosphere and very integrated into the community. As part of their commitment to the community Magee's began a working relationship with OVR in 2004.

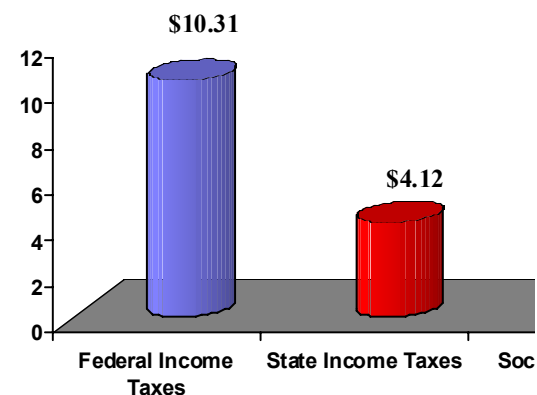
Suzanne Isaacs, Job Placement Specialist began working with Magee's. The manager at the time agreed to let the bakery be a PACE (Preparing Adults for Competitive Employment) site for a deaf consumer. PACE is an on-the-job training program that is designed to provide eligible individuals the opportunity to gain valuable work experience.



Interpreting services by OVR were provided to set the stage for successful training. After completing his training, the consumer was hired by the bakery.

In 2005, Isaacs approached Magee's about another possible PACE site. Without hesitation they agreed to work with a second consumer with deafness.

Estimated Increased Annual Positive Employment Outcomes (In Millions)



Social Security deduction is 15.3% (including estimated at 6%. Federal income tax rate is estimated at 6%.

2006 In Review

Job Placement

This was a very busy and productive year for Job Placement Specialists.

One of the highlights of the year was developing a partnership with IH Services. This distribution center for Amazon.com and Tyco actively recruited and hired consumers from several districts statewide, including Lexington, Hopkinsville and Bowling Green.

May 2006 was declared OVR Job Placement Month. Many of the districts used the opportunity to enhance resources and expand job placement services to consumers. Statewide, over 20 events and activities brought our job seekers together with employers during this month.

Our Job Placement staff partnered with employers and other service providers to host Job Fairs and Career Expositions. They conducted mock interviews, prepared résumés, and hosted panel discussions with employers. Presentations were given to groups of employers such as the Chambers of Commerce and Rotary Clubs.

These activities enhanced our job placement efforts. They expanded networking efforts and the partnerships developed during May 2006 will serve our consumers for years to come.

Totally satisfied with his performance, the second consumer was also hired.

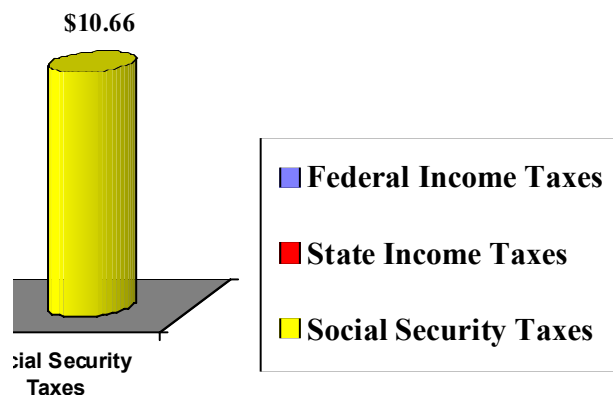
The close relationship with OVR was recognized in 2006 as Magee's Bakery was given the Outstanding Employer of the Year Award by the Southeast Regional Institute on Deafness (SERID). SERID is comprised of nine southeastern states promoting advocacy and independence for people who are deaf and hard of hearing.



(bottom left) Emerson Clay puts the final touches on a birthday cake at Magee's Bakery.

(left to right) Wendell Brown, OVR Employment Relations Specialist Suzanne Isaacs, and Clay, stop for a picture behind the counter at Magee's.

Annual Tax Payments Outcomes, FY 2006 (in millions)



; employer's contribution). State income tax rate is
rated at 15%.

2006 In Review

Carl D. Perkins Vocational Training Center

The center serves the entire state of Kentucky. Students come from every region of the state.

The residential multidisciplinary rehabilitation center that OVR operates in Thelma is in the process of changing its name. The former Carl D. Perkins Comprehensive Rehabilitation Center will be known as the Carl D. Perkins Vocational Training Center (CDPVTCTC).

In 2006, CDPVTCTC served 932 individuals through its various training programs and services both on and off campus. For those individuals enrolled on campus, 83 percent successfully completed one or more programs.

CDPVTCTC consumer satisfaction remained high in 2006. An internal survey of 210 individuals receiving CDPVTCTC services indicated that 87 percent were satisfied with those services. A total of 124 OVR vocational rehabilitation counselors completed and returned a counselor satisfaction survey. They gave a mean rating of 3.4 (on a four-point Likert scale) in response to the statement: "Overall, I was satisfied with CDPVTCTC services provided to the individual(s) I referred."

Standards & Indicators

The Rehabilitation Services Administration (RSA), the federal agency that sets standards for all state programs in terms of performance. It has also published standards by each state. Once again in FY 2006, the Kentucky Office of Vocational Rehabilitation

Positive employment outcomes: **5,012 (Target=4,995)**

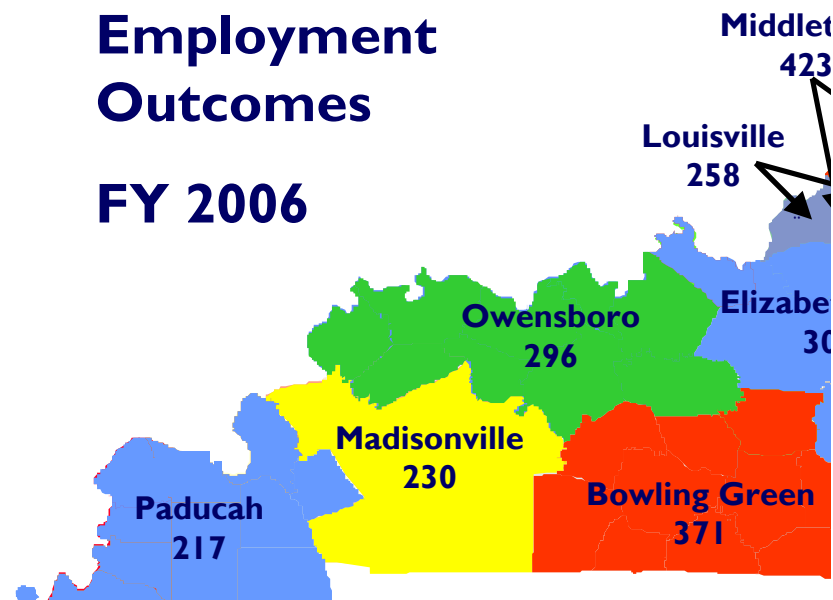
The rehabilitation rate (the percentage of those who received services who became employed): **69.3% (Target=55.8%)**

Of those who obtained jobs and were competitively employed, those earning at or above minimum wage: **97.4% (Target=72.4%)**

Of those who were competitively employed, the percentage who have significant disabilities: **99.9% (Target=62.4%)**

Positive Employment Outcomes

FY 2006



Rehabilitation Counselors for the Deaf
105

2006 In Review

Human Resource Development

In FY 2006, the agency made great strides in developing online training opportunities for staff. The Confidentiality and Ethics module was put into service early in the year and was well received. Further modules that were developed and expected to be released early in FY 2007 include: Standards & Indicators, The History of Vocational Rehabilitation, and Strategies for Working with Difficult People. The agency has placed an emphasis on developing online training modules in an effort to reduce the need to bring staff together for training, resulting in a cost savings. Another module, the Virtual Counselor, will be finished later in the year.

The curriculum for the Academy of Leadership Exploration and Preparedness (ALEAP) was developed in FY 2006. ALEAP is designed to prepare employees for leadership positions in the near future in an effort to address leadership succession as many long-time managers and administrators begin leave the system. The first cohort of 21 individuals will receive their first week of training early in fiscal year 2007.

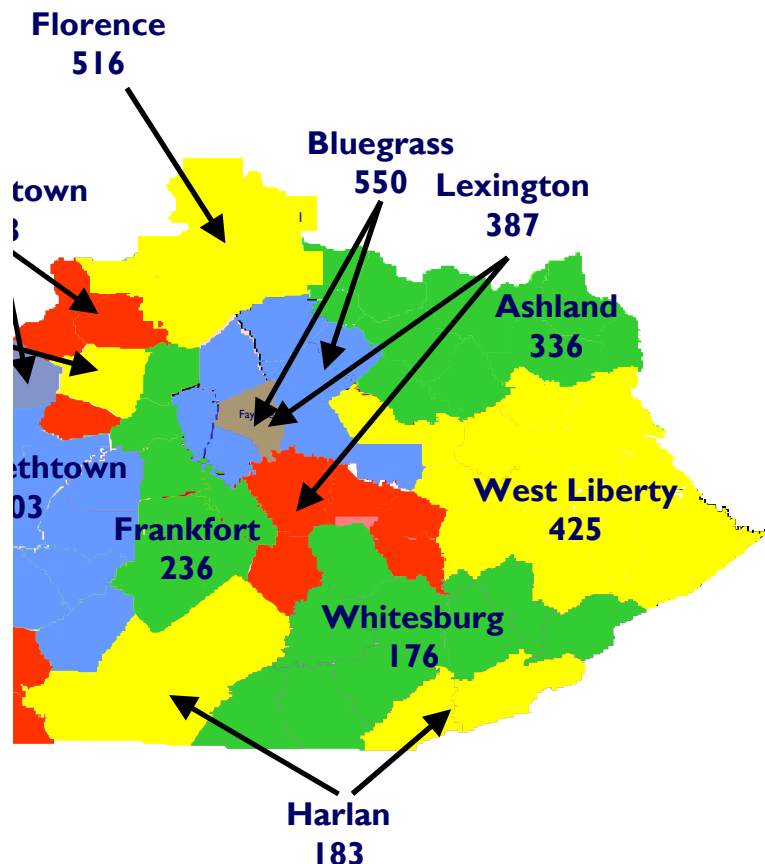
Kentucky hosted the annual conference of the Southeast Region of the National Rehabilitation Association (SERNRA) in Louisville in late April. The event was very well attended by Kentucky OVR staff and was a great success.

verses the vocational rehabilitation program, has established a set of
shed indicators for the standards that represent goals that should be met
habilitation exceeded all of the indicators.

The average hourly rate of those individuals competitively employed and
earning at or above minimum wage: **\$10.17 or 65.3% of the state
median wage (Target=52.0%)**

Of those who are competitively employed and earning at or above
minimum wage, the percentage increase in those who supported
themselves when applying for services and those who supported
themselves at case closure: **68.1% (Target=53.0%)**

The ratio of individuals from minority backgrounds who received
services compared to the ratio of whites who received services: **.92
(Target=.80)**



2006 In Review

Transition

OVR received 2,116 referrals from Kentucky high schools and provided services in all 176 public school districts. In addition, OVR provided information about agency services to students at various events such as the Western Kentucky Cooperative Transition Forum in Hopkinsville. Individuals referred by Kentucky High Schools accounted for 891 positive employment outcomes.

OVR partnered with 85 school districts to serve 1,219 students in the Community Based Work Transition Program (CBWTP) during FY 2006. The CBWTP serves special education students who need personalized support exploring potential careers, pursuing challenging work experiences, maintaining employment, and seeking job advancements in their communities. FY 2006 was a year of significant changes to this 22-year-old cooperative effort between participating local school districts, the Kentucky Department of Education, OVR, and the Human Development Institute at the University of Kentucky. Changes included an outcome/milestone based billing reimbursement system, a complete operations manual revision, and the introduction of measurable individual program performance indicators.

OVR continued to be a source of guidance for statewide transition services through their presence on various councils. OVR is an active part of the Kentucky Statewide Interagency Transition Council, the Kentucky Regional Interagency Transition Team network, and the Kentucky State Advisory Panel for Exceptional Children.

Exceptional Service Award

A new award was established in FY 2006 to recognize the outstanding quality of services provided by VR staff and the many valuable partnerships that contribute to the success of VR consumers.

Each district was asked to submit a description of a case that exemplified productive teamwork in superior vocational rehabilitation services. All the submittals were excellent examples of quality services. The Middletown District was awarded the Office of Vocational Rehabilitation 2006 Exceptional Service Award.

The district was selected because of the length and complexity of the services provided and the many partnerships needed for the consumer to reach her goal. The case spanned five years and included a variety of services.

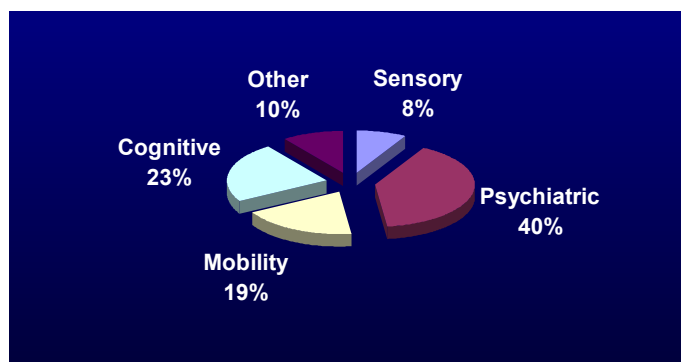
A College Disability Resource Center identified and implemented needed accommodations at school. Assistance with applying for educational grants was provided through a college access center. OVR job placement specialists assisted with interview skills development, resume writing and networking opportunities. Interview clothing came through the Dress for Success program. Social Security staff provided benefits planning and explanations of work incentives. Assistance with tuition, books and licensure fees in addition to guidance, counseling and

OVR Consumers

Consumers

The Kentucky Office of Vocational Rehabilitation served 35,829 Kentuckians with disabilities in fiscal year 2006.

Disabilities Served



2006 In Review

constant encouragement came from a supportive and knowledgeable rehabilitation counselor.

Through their combined efforts and the hard work of the consumer (who does not wish to be identified), her career objective was achieved. She is now employed with a great salary and full benefits and no longer has to rely on public assistance. The case truly demonstrates how important the services of qualified rehabilitation professionals and community partners are in assisting Kentuckians with disabilities reach their career goals.



(from left) Assistant Director of Program Services Wade Bailey, Director of Program Services Sherri Greer, Counselor Harold Brosnan, Job Placement Specialist Valerie Manley, Middletown Branch Manager Pam Jarboe and Executive Director Ralph Clark.

Ethnic Background

| | |
|---|-----|
| Caucasian | 85% |
| African American | 13% |
| Native-American, Alaskan Eskimo, Asian-American, Hawaiian or Other Pacific Islander | .8% |
| Hispanic or Latino | .7% |

Gender

| | |
|--------|-----|
| Male | 51% |
| Female | 49% |

Age

| | |
|-------------|-----|
| Under 20 | 13% |
| 20-29 | 34% |
| 30-39 | 18% |
| 40-49 | 20% |
| 50-59 | 12% |
| 60 and over | 3% |

Rehabilitation Counselor Mentor Program

Established in spring 2002, the RC Mentor Program connects an experienced counselor with advanced training, to a new counselor to compliment the existing training components and ultimately achieve the mission of the agency through developing professional skills and knowledge. Highlights of the program in the past year included:

There are now twenty-one mentors across the state to assist new counselors.

A survey of involved staff indicated that mentors, managers, and counselors are pleased with the mentor program.

New counselors reported the mentor program allows face-to-face training on specific issues in a timely manner.

Mentors indicated that they experienced personal achievements and continuous improvement through involvement in the program.

2006 In Review

Rehabilitation Technology

The Rehabilitation Technology Branch provides services to consumers who may require technology, custom designed equipment, and/or site or vehicle modifications to assist with reaching a vocational goal.

Approximately 770 referrals were made to the Rehabilitation Technology Branch.

Approximately \$2.1 million dollars were used to purchase assistive technology, assistive technology services, site modifications, and/or vehicle modifications for consumers statewide.

The annual Summer Workshops on Assistive Technology and Driver Rehabilitation were held at Cardinal Hill Rehabilitation Hospital in Lexington, June 28 -29, 2006 in cooperation with the Human Development Institute and Kentucky AgrAbility.

KATLC

The Kentucky Assistive Technology Loan Corporation (KATLC) had its best year ever in fiscal year 2006. It received 162 applications for assistive technology loan applications, approving 105 of them for a total of \$848,134. OVR employees provide the staff support for the corporation, processing the applications, working with KATLC's lending partner, Fifth Third Bank of Kentucky, and arranging and conducting the meetings of the Board of Directors.

Self-Employment Meets Technology ■

The use of technology has significantly leveled the playing field for persons with disabilities seeking employment. Every year, innovative ideas help build bridges over the impediments that once stood in the way of success for some OVR consumers.

A good example of how technology is changing the landscape for people with disabilities is Ben Medley. Medley is the owner and operator of Medley's Lawn Care in Shelbyville. He acquired a spinal cord injury two years ago in a motor vehicle accident. Prior to his accident, he worked in lawn care for a living.

Medley says he struggled with what he would do after his rehabilitation. "I was worried about my wife and how we would support ourselves after the accident."

The truck has hand-controlled pedals, a customized steering wheel, and a driver's seat that can be lowered by remote control. A remote control is also used to operate the motorized truck bed topper with a robotic arm that lifts and lowers his wheelchair.

Another customized lift is on the 16-foot trailer attached to the truck. That lift has an attachment that can lift him from his wheelchair up onto his riding lawn mowers.

Medley purchased the vehicle and had it converted by Superior Van



(above) Ben Medley, owner of Medley's Lawn Care, sits in a motorized seat he uses to transfer and operate his truck. (above right) Medley demonstrates the hydraulic lift he uses to transfer on and off the lawn equipment he uses for his business.

2006 In Review

& Mobility in Louisville with the help of OVR. His business is now operating full-time.

Medley says his next goal is to figure out how to make a Weed Eater that can be operated from a wheelchair.



Occupations of Positive Employment Outcomes in FY 2006

| Occupation | % |
|-----------------------------------|------|
| Professional/Technical/Managerial | 22.2 |
| Clerical/Sales | 21.6 |
| Service | 24.5 |
| Agricultural/Forestry/Sales | 2.5 |
| Processing | 3.3 |
| Machine Trades | 5.0 |
| Benchwork | 4.4 |
| Structural Work | 7.7 |
| Miscellaneous | 8.7 |

Social Security

A total of 935 Social Security recipients obtained employment after receiving services from the Office of Vocational Rehabilitation. That number translates to over \$1.6 million in reimbursement from Social Security for Kentucky OVR.

Substantial changes in the Kentucky OVR Ticket to Work procedures were made in FY 2006, resulting in an increase in the number of tickets assigned. OVR is now the employment network for 1,469 Ticket to Work participants.

Self-Employment

In FY 2006 OVR implemented a revised Self-Employment policy and provided training to staff statewide. This new policy emphasizes preparation, resources, and the provision of supports. A welcome addition to the new policy was the development of a statewide cooperative agreement with the Small Business Development Centers to provide business consultant services to VR consumers interested in self-employment. These services include assessment, training, assistance with business plan development, and follow-up. Also as part of the new policy, a counselor in each district was trained as a Self-Employment Specialist to act as a local resource for staff and consumers.

SCVR Members

Darrell Mattingly, Lexington
Chairperson

Lee Gordon, Shepherdsville
Co-chair

Ralph Clark, Frankfort
OVR Executive Director

Tammy Lee Allen, Corbin

James Axline, Shelbyville

Jane Burnam, Winchester

Joseph Carrico, Russellville

Lisa Durham, Frankfort

Doris Haney, Paintsville

Dana Haugsted, Lexington

Ann Holstein, Fort Wright

Nancy Hunter, Washington

John Johns II, Georgetown

Kathryn McGee, Edgewood

Ann Mullins, Premium

John Riesenbergh, Edgewood

Terry Shockley, Frankfort

Judith Swim, Erlanger

George Warren, Henderson

Juanita Westerfield, Corbin

Teresa Winkler, Taylorsville

If you are interested in applying to be a member of the Statewide Council for Vocational Rehabilitation (SCVR), please contact the SCVR liaison at (502)564-4440 (V/TTY) for more information.

Recognizing OVR Business Partners

The annual recognition of OVR's business partners has had many different looks over the years. From a large banquet, to personal deliveries from executive directors and council members, to this year's luncheon, the importance of honoring Kentucky businesses has never wavered over the years for the SCVR or for OVR. The 2006 event was held September 11 at the Hilton, Lexington Green. OVR Executive Director Ralph Clark, SCVR Liaison Mindy Yates, SCVR Chairperson Darrell Mattingly and OVR Director of Program Services Sherri Greer were on hand to present the 2006 Employer of the Year Award. The award went to the Northern Kentucky Independent Health District of Edgewood. Three other regional winners were recognized as well: Paducah Area Career Center - Office of Employment and Training (Paducah), Oak Grove, KY Wal-Mart Superstore (Hopkinsville), and Magee's Bakery (Lexington).

The Northern Kentucky Independent Health District (NKIHD) was recognized for its leadership in recruiting and retaining qualified employees with disabilities. Karen Domaschko, Human Resources Administrator, is an active member of the Northern Kentucky Chapter of the Kentucky Business Leadership Network (KYBLN), a business-



led organization that serves as a clearinghouse for Kentucky employers who are interested in hiring or retaining qualified employees with disabilities. Her organization joined the Business Leadership Network because she realized the value of including persons with disabilities in the workplace.

Domaschko enthusiastically shared information about the Kentucky Office of Vocational Rehabilitation's PACE Program with her management staff and gained commitments to partner with OVR in providing meaningful work experiences to individuals with a disabilities as a way to enhance their work skills and make them more marketable for employment.

Because of Domaschko's efforts and the willingness of the NKIHD management staff, there have been three participants at NKIHD sites, with a request to furnish more candidates for this program. Already, NKIHD has gained a valuable employee through the program since one PACE participant competed and was hired as a full-time employee.



Karen Domaschko

SCVR Duties

SCVR reviews, analyzes, and advises the Kentucky Office of Vocational Rehabilitation (OVR) on:

- eligibility, including order of selection,
- extent, scope and effectiveness of services provided by OVR,
- activities that affect or potentially affect the ability of individuals with disabilities to achieve rehabilitation goals.

Statewide Council

OVR staff, on behalf of the council, conducted seven public forums throughout the state. SCVR provided input and direction to OVR in the development of the state plan.

SCVR actively supported policy and legislation of importance to employment of individuals with disabilities including Medicaid Buy-In. The council's Consumer Satisfaction Survey was modified to improve accuracy of responses and shorten the time needed to complete the survey. SCVR partnered with OVR to establish state goals for FY 2007 and provided input into policy changes regarding economic need and eligibility determination. Employer recognition activities were conducted across the state and Exceptional Employer Award winners were recognized at a luncheon.

Several council members participated in 874K Legislative Advocacy event and attended SERNRA and APSE. Council members also participated in the visit by staff members of the Rehabilitation Services Administration in August.

A SCVR Executive Committee member participated in Southeastern States State Rehabilitation Council (SRC) meeting in Tampa, Florida. Kentucky's SCVR is an active member of the Southeastern States SRC Work Group charged with improving relationships between SRCs and state agencies and assisting SRCs achieve their goals and objectives.

The Council welcomed and trained 18 new Council members in 2006.

The Interagency Coordinating Committee expanded its activities and produced a two year plan for better coordination.

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Bowling Green
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Carl D. Perkins
Vocational Training Center
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(877) 600-6111 (TTY)

Danville
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(800) 795-8481 (Toll free)

Elizabethtown
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(866) 883-0001 (Toll free)

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(859) 371-0803 (TTY)

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(859) 246-2185
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(888) 990-9098 (TTY)

Louisville
(502) 595-4173 (V/TTY)
(800) 456-3334 (Toll free)

Madisonville
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(888) 640-2713 (Toll free)

Middletown
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(866) 304-1958 (Toll free)

Owensboro
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(888) 640-2811 (Toll free)
(800) 241-5821 (TTY)

Paducah
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West Liberty
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(800) 440-2530 (V/TTY)

Whitesburg
(606) 633-2568 (V/TTY)

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